



Office of State Budget and Management
Balancing Needs - Improving Government



NC State Web Portal

Improvement Plan



Why is the NC State Web Portal important?

- Economic development
- Communication with the public
- It makes it easier to deal with government
- The public expects it
 - By the end of 2008, 82% of North Carolinians used the Internet regularly (at home, work, public access, etc.) compared to 62% in 1999. *e-NC Authority*
 - In the two-year period 2008-2009, 47% of adults nationwide visited a government website compared to 28% in 2000-2001. *Pew Research Center*



How is the NC Web Portal?

Features	Alabama	California	Delaware	Maine	North Carolina
RSS, email, mobile updates	Yes	Yes	Yes	Yes	No
Photo submission, Flickr, Facebook, Twitter, YouTube, Videos, Podcasts	Yes	Yes	Yes	Yes	No
Tagging / Share	No	Yes	No	No	No
Online Survey	Yes	Yes	Yes	Yes	No
Live Chat / Support	Yes	Yes	Yes	Yes	No
Mobile Access	Yes	Yes	Yes	Yes	No
iPhone Apps / Widgets / Micro-formats	No	Yes	No	Yes	No
Alerts, Roads, Weather, Delays	Yes	Yes	Yes	Yes	No
Public Records and/or Database Search / Data Downloads	By subscription	Yes	Yes	Yes	No
Multiple Languages	Yes	Spanish	Yes	Yes	Spanish
GIS / Maps	Yes	Yes	Yes	Yes	No
Public Meeting / Calendar Feature	Yes	Yes	Yes	Yes	No
Adjustable Text Size	Yes	No	Yes	No	No

Website Features



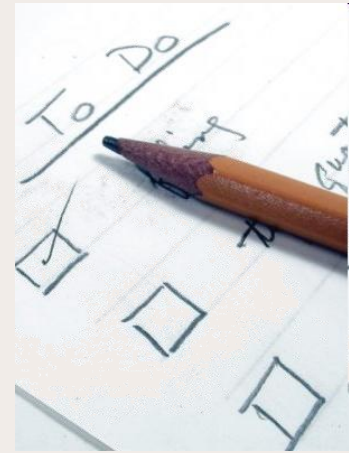
What is the Problem? How do you fix it?

Problem:

- Information Technology Services owns the technology but not the information.

Solution:

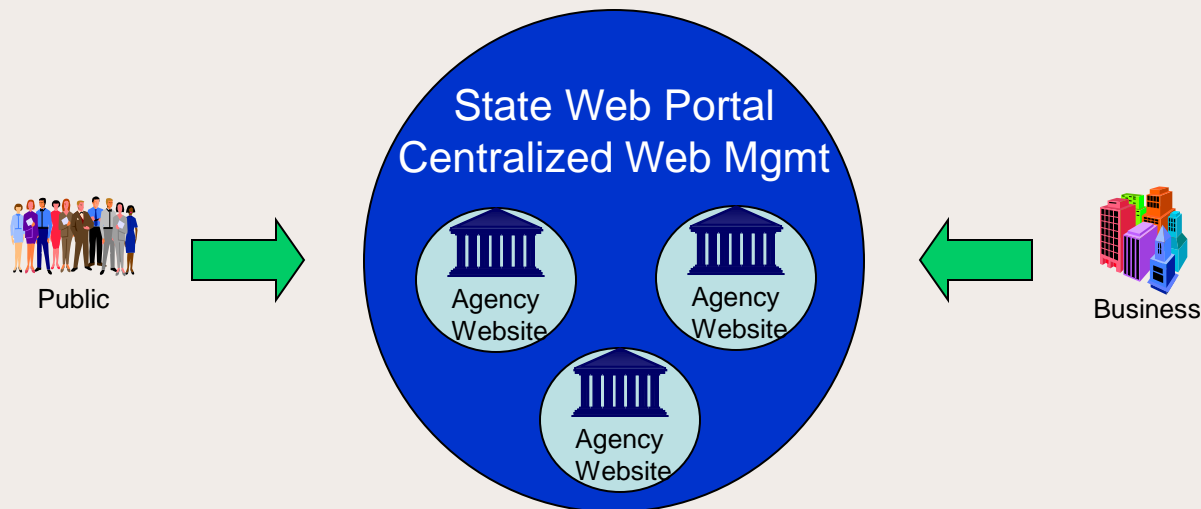
- Find who owns the information
 - Bring together organization where statewide communication and access to services is the goal
 - Web portal is just one communication channel with phone, email, and in-person.





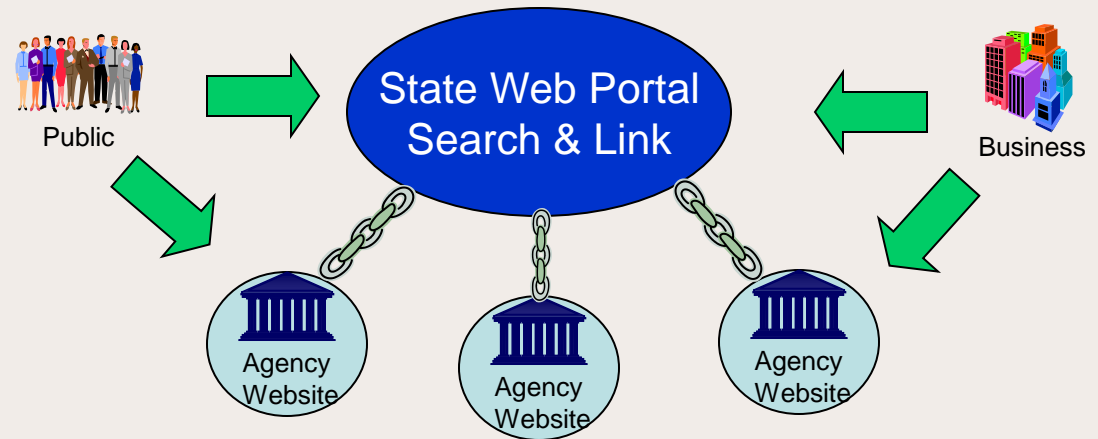
Portal Models

- **Centralized Model**
- Portal itself provides functional platform for agency web resources.



- NC's government is highly de-centralized, meaning that our adopted model will likely be a blend of Integration & Centralized Models

- Search & Links Page
- Current Model



- Integration Model
- Portal facilitates transactions with distributed resources

